**Sheldon Brickhouse**

**Systems Admin / IT LAN Support Technician / Technical Support Analyst / Desktop Support Analyst (Help Desk)**

Email: sbbrick@yahoo.com

Cell: 757-642-2805

Home: 919-267-9629

Relocated to the Raleigh – Cary Area, 27518

Authorized to work in the US for any employer

**OBJECTIVE**

To secure a career position in the capacity of a Desktop / Technical Support Analyst (Helpdesk), Systems Administrator or Network Technical Specialist.

|  |  |  |
| --- | --- | --- |
| Experienced IT Professional with over 14 years in the IT field. Skilled in Technical Support, Network Administration, Systems Analysis, End User Support, and Print Service Management and can provide exceptional customer service to all clients, with attention to detail. I’m a motivated self-starter with the ability to work independently, as well as with a team.  I have a thorough and comprehensive knowledge of computer architecture and the principles of managing LAN/WAN networks and peripherals. Working knowledge of TCP/IP, DHCP, DNS, SMTP, VPN, WSUS, SCCM, LDAP and FTP protocols, Active Directory, Exchange Account Services and Administrative Tools. Skills in computer re-imaging and configuration using Ghost and Dell KACE. Strong analytical, organizational and time management skills along with excellent oral and written communication skills, advanced customer service, interpersonal and soft skills. Advanced problem solving, critical thinking and active listening skills. Detailed end user issue resolution and support with computers, networked and local copiers, printers, scanners, and other network integrated peripherals. Also, have experiences with license administration and compliance, coordinating service training and procurement. | | |
|  | | |
| **Skill Set** | | |
| |  |  | | --- | --- | | **Hardware:** | Desktops (Towers and Micro PCs), Laptops, Servers, Routers/Switches, Cabling, iPhones, iPads, Tablets, Blackberry/Android Phones. | | **Operating Systems:** | Windows (XP, 7, 8, and 10), Apple, Windows Servers (2003, 2008 and 2012) | | **Applications/Other:** | MS Office Suite, Office365, Active Directory, MS Exchange, Share Point, Skype for Business, One Drive, One Note, SAP Solutions Manager, Cisco Any Connect VPN, Citrix, Go To Meeting, Ultra VNC, Systech / Integra, Drivve (Secure Printing), Mimecast (email archiving), Appriver (Active Sync), Adobe Software, IBM iSeries (AS/400) management. | | **Imaging/ Remote Support:** | Ghost and Dell KACE, Bomgar, Dameware, Gauss Imaging, Remote Desktop, Ultra VNC, Logmein, TeamViewer. | | **Networking:** | LAN/WAN, TCP/IP, DNS, DHCP, SMTP, VPN, WSUS, SCCM, LDAP and FTP protocols. Lansweeper | | **Ticketing Systems:** | ServiceNow (SNOW), Remedy (Clarify and Magic), Aldon, SpiceWorks | | | |
|  | | |
| **Education & Certifications:** | | |
| ECPI, College of Technology – Va. Beach, VA | | |
| Associates in Computer Electronics Technology | | |
|  | | |
| Tidewater Community College – Va. Beach, VA | | |
| Certificate for Electronic Health Records Engineering in Health IT Engineering Program  Hampton University – Hampton, Va.  Architecture, Building Construction and General Education | | |
|  | | |
| New Horizons Computer Training Center – Va. Beach, VA | | |
| A+ Certification | | |
|  | | |
| **Work Experience:** | | |
| **Titan America LLC   -   Norfolk, VA** | **June 2016 to Present** | |
| **Technical Support Analyst**  (Helpdesk) | | |
| * Receive, Evaluate, Prioritize and Provide tier 1&2 technical support for incoming requests made via telephone, email or walk ups from end users to facilitate Incident, Problem and Change requests relating to various hardware and proprietary software systems. * Thoroughly log and track service calls from start to completion through Aldon and Service Now help desk software. * Supporting Desktops, Laptops, Citrix (Wyse Terminals), Surface tablets, IOS and Android devices. * Perform desktop support and administrative tasks for Enterprise network. Windows operating systems 7, 8, and 10 and associated applications to include Active Directory, MS Exchange and Office365. * Teach end users and new technicians about proprietary software and hardware. Explain technical terms to non-technical users. * Install computer hardware, software and provide technical assistance for other related equipment and manage technical projects involving own work under minimal supervision, as assigned by supervisor. * PC imaging and deployment, hardware replacements and software installation. * Use of Bomgar, Logmein, TeamViewer, Dameware, GoToMeeting, Ultra VNC, and Remote Desktop for remote support solutions. Trained new technicians on Bomgar usage. Supported Cisco Any Connect VPN. * Used Ghost Imaging software and Dell Kace for pc reimaging. * Managing and maintaining Adobe Software for Compliance. * Procurement of needed equipment and software for IT Dept and end users. * Managing and maintaining print services and integrated network devices for configuration, setup and use for end user, and supplies. * Analyze and evaluate incident reports and make recommendations to the service desk team and end users to help reduce incident rates and trends. * Identify and document end user procedures needed to minimize or eliminate help desk request. * Other duties as assigned. | | |
|  | | |
| **Harbor Group Management Corp   -   Norfolk, VA** | **October 2009 to April 2016** | |
| **Systems Administrator** | | |
| * Provided administrative and end user support for Windows network with 2003, 2008 and 2012 servers. Supporting Windows XP, 7, 8, and 10 operating systems. * Onboarded and managed user accounts and network access permissions in Active Directory, MS Exchange and other account necessary to user. * Managed end user support helpdesk providing support for desktops, laptops, mobile devices, and other network peripherals. * Used Ghost and Acronis software for imaging and deploying systems on desktops and laptops. * Executed and maintained equipment imaging and configuration, installed and setup work stations for new and existing employees, configured and managed Mitel VOIP telephones, Sonicwall and Meraki routers and firewalls. * Maintained relationships and/or communicated with integrators, vendors, Original Software Manufacturers (OSM) and Original Equipment Manufacturers (OEM) pertaining to upgrades of existing software and hardware, new products lines, equipment changes and equipment functionality with regards to system operations. * Maintained other systems to include Blackberry Enterprise server, Active sync for mobile devices, Polycom Video conferencing * Exchange service management through Appriver hosting, Sonicwall and Windows VPN client support | | |
|  | | |
| **Cegedim Dendrite International   -   Chesapeake, VA** | | **March 2006 to August 2012** |
| **Computer Operator / Jr. Administrator (Promoted, October 2006)** | | |
| **Helpdesk Analyst (Part Time)** | | |
| * Performed managed hosting service for Pharma industry using Nagios / Centreon, HP Openview, and NetIQ Monitoring systems. Responded to alerts and error conditions indicated by monitoring tools or phone communications, applied corrective procedures, and escalated problems when necessary. * Prepared media for system backups and monitored backups for errors and failures. * Performed server maintenance and provided first level support for network engineers and help desk support team with data center issues. * Documented system issues and alerts using Remedy Ticketing System (MAGIC and CLARIFY) and escalating as needed and provided incident reporting and issue troubleshooting. * Maintained and followed standard operating procedures and followed up with end users to insure issues were resolved. * As helpdesk analyst, worked with MS Office, 360 Connection Manager, Ace Server 5.0, Knova database and other industry standard applications. Comprehensive understanding of laptop, tablet, desktop functionality, wireless routers and general networking. | | |
|  | | |
| **Electronic Systems Inc. - Virginia Beach, VA** | **April 2006 to October 2009** | |
| **Network Support Engineer** | | |
| * Provided network and technical support for Ricoh, Savin, Canon, HP, and Xerox integrated office equipment. * Provided direct and indirect customer support for document management applications: Scan Router, Global Scan, Equitrac, Scan to PC Desktop, and Ecopy. * Demonstrated experience and competence in large scale multi-computer network integration. * Provided extensive and detailed customer service for all supported equipment, to include wide format machines and software. | | |
|  | | |
| **Oce Imagistics   - Va. Beach, VA** | **August 2002 to January 2006** | |
| **Field Service Manager (Promoted, July 2004)** | | |
| **Field Technician, CSR** | | |
| * Provided extensive customer service, preventive maintenance, comprehensive analytical troubleshooting, repair and service support for analog and digital business equipment. * Responsible for the management of the field customer service team and general office operations. Planned, organized, and instructed ten (10) service technicians in details of work. * Monitored technician performance through various productivity reports. Assessed performance and provided feedback accordingly and effectively. * Worked to improve performance targets by developing action plans and other strategies. Coached and developed team members to deliver best practice service results. * Achieved revenue quality and productivity targets. Assisted with the office computer network management. * Networked integrated digital business equipment for Imagistics International customers. * Demonstrated experience and competence in large scale multi-computer network systems integration. Digital to analog conversion, high-density cable/plug repair and PC workstation maintenance. | | |